

## SALES, RENT, & OTHER MONETARY TRANSACTIONS

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### **PLEASE NOTE:**

Because the Gallery uses a commercial bookkeeping service, which does not know our members personally, it is very important to fill out sales receipts and other forms **completely, accurately, and legibly**. Otherwise, members may not receive all the money owed to them. Some of these procedural details may not seem important to you, but they save time for our Treasurer, and they help us control our bookkeeping costs.

### **Overview: Handling the Day's Accounts**

While you sit at the Gallery you are in charge of a business for the day. Every transaction must be documented completely and clearly for our bookkeeping service. At the end of the day the accounts must balance. Paperwork plus payments for each transaction must be placed in the Daily Cash Report Envelope and recorded on the front of the envelope. All transactions for the day must also be recorded in the Journal. Cash in the cash box at the end of the day must equal

\$200. The following procedures will explain how to do all this accurately and efficiently. You will find illustrations of various forms correctly filled out.

## Maintaining the Daily Cash Report Envelope

The *Daily Cash Report Envelope* (see example) has special sections for recording the cash in the cash box, keeping track of the day's transactions, and writing explanatory notes to our bookkeeping service.

- Print today's date.
- Print your full name and home phone number (so the bookkeeping service can call you about any problems).
- At the beginning of the day, count the money in the cash box (including the extra rolls of coins and the loose coins in the self-counting tray). **You are to start and end the day with \$200.**
- In the "Opening Cash" section of the Daily Cash Report Envelope, write down the number of bills or coins of various denominations as well as the amount. (This will make researching any discrepancies infinitely easier!) Include any extra rolls of coins in your count.
- Add up the cash. **The TOTAL should equal \$200.** If it does not, recount the money. Research yesterday's Daily Cash Report.  
*NOTE: This \$200 is NOT recorded in the "Transactions" section of the Daily Cash Report, nor is it recorded in the Journal.*
- If yesterday's sitter did not follow procedures, please call him/her and diplomatically explain the problem.
- During the day put the following items into the Daily Cash Report Envelope
  - **White copies** of GLO sales receipts
  - **White copies** of GLO rent receipts
  - **Signed** credit card receipts
  - **Checks**
  - **Cash** from today's transactions (which may be placed in the envelope at the *end of the day*).
- On the front of the envelope, in the "Transactions" section, record the amount of money from each transaction in its correct category: CHECKS, CHARGES, or CASH.
- At the end of the day, make sure that all payments (checks, credit card receipts, and cash), as well as the accompanying paperwork, have been placed in the Daily Cash Report Envelope. If you have cash transactions, it's a good idea to put in the largest denominations possible of

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bills and coins (that add up to the total cash transactions for the day) so that tomorrow's sitter will have small denominations available for making change.

*NOTE: If there have been no transactions during the day, just write "No transactions."*

- Make sure that all payments have been accurately recorded in the "Transactions" section.
- Add up the amounts in each column (CHECKS, CHARGES, CASH) and record the subtotals.
- Add the subtotals together and record the "GRAND TOTAL." **This must equal your final entry for the day in the Journal.** If it does not, research and resolve the problem.
- Recount the money in the cash box (including the extra rolls of coins and the loose coins in the self-counting tray).
- In the "Closing Cash" section of the Daily Cash Report Envelope, write down the number of bills or coins of various denominations as well as the amount. **The TOTAL should equal \$200.** If it doesn't, recount the money.
- Sign and seal the Daily Cash Report and put it in the cash box.

*EMERGENCY TIP: A little extra money is kept in a "Petty Cash" box. If customers tell you to "keep the change," deposit it in this box. If your cash is off by a few pennies and you cannot find and resolve the problem, use money from Petty Cash.*

## Maintaining the Journal

Every transaction you make during the day is recorded in the Journal (usually kept in a left-hand desk drawer). Each day starts a new tally in the Journal. This means you do not add your day's transactions to those of the previous day.

- At the start of the day, skip a line before beginning to write your first transaction.
- For every sale or payment, write the date, a plus sign + and whether it is a "Sale," "Rent," "Dues," "Fee." Also write the name(s) of selling artist(s) or the person paying rent, dues, etc. as appropriate. It's useful (but not required) to distinguish a "Card Sale" because it will explain why you have not put a check mark (✓) in the column for calling the artist (explained below). Then write the number of the sales or rent receipt, and the transaction amount.
- If you make a refund, record it in the Journal with a minus sign, a description of the refund, and angle brackets around the sum being subtracted <\$23.45>.
- In the final column, write the day's total so far.
- Place a check mark ✓ in the column when you have called the artist about a sale (or T for "tried" if there was no answer and no answering machine).
- At the end of the day, the final total in the Journal will equal the sum of all the cash, checks, and credit charges you have taken in for the day (and/or disbursed).

**REMEMBER:** Each day's transactions in the Journal stand on its own, with a space left between days.

## Filling Out the Sales Receipt

An example of a sales receipt is illustrated below. In filling out a sales receipt, please print or write legibly.

- For **CASH OR CHECK SALES**, please get the following contact information *for all sales except greeting cards*, if customers are willing. If a customer declines, write “declined.”
  - Customer’s address
  - Customer’s e-mail address

- For **CREDIT CARD SALES**, invite the buyer to provide contact information *only after you have written up the sale and processed the credit card* to avoid any misconception that the information might be required for the sale

- Print the date.
- Under “Sold by” write your initial and last name.
- Indicate whether the sale is cash or charge. (For a check sale, write “Chk” under “Cash”).
- Write down the quantity of like items by one member
- Describe the item(s) sold: *Print* the member’s *full* name (remember, the bookkeeping service will not know who “John” or “Barbara” is) plus the title of the work plus the type of work: framed painting, shrink-wrapped original, reproduction (giclée prints are reproductions), photograph, card, ceramic piece, jewelry, sculpture, etc.)

*If jewelry*, include information that describes the piece: type of piece (necklace, earrings, etc.), title of piece (if artist provided one), item # (if artist provided one), and list of a few important elements of the piece such as pearls, agate, sterling, etc. (provided by the artist). Remember: it’s better to provide too much information about the piece sold, rather than too little.

- If a customer buys work of more than one member, list all items on one sales receipt, but clearly identify the artist of each item (full name, title of work, and price).
- If this is a sale from the Guild Room of the Santa Ynez Valley Arts Association, write GUILD after the member’s name. (The bookkeeping service does not know who belongs to the Guild/SYV Arts and who doesn’t.) Attach the yellow Guild slip from the back of the painting to the white GLO sales receipt.
- Print the sales price. Print all numbers clearly and legibly.
- Total all purchases. For accuracy, use the calculator.
- Compute the sales tax. For accuracy, use a calculator. On the large printing calculator, just press the +Tax button.

**GALLERY LOS OLIVOS**  
P.O. Box 911  
Los Olivos, CA 93441  
(805) 688-7517

CUSTOMER'S ORDER NO.		PHONE	DATE	
NAME		11-12-17		
Joe Smith				
ADDRESS				
14 Melody Ln.				
Santa Barbara, CA 93111				
SOLD BY	CASH	C.C.D.	CHARGE	ON ACCT.
1.7.	X			
QTY.	DESCRIPTION		PRICE	AMOUNT
	<b>ZIP CODE:</b>			
1	necklace Jane Doe		295.	295.00
	Item # 21N102 - onyx, pearls, and gold fill			
1	"Sunset at East Beach" by Sue Smith GUILD		150.	150.00
			TAX	33.38
RECEIVED BY			TOTAL	478.38

RIGHTS OF REPRODUCTION REMAIN WITH THE ARTIST.  
ALL SALES FINAL

11775 Thank You

**Bookkeeper’s List of  
MOST COMMON SALES ERRORS:**

- Adding sales and sales tax incorrectly
- Not putting artists name on sales slip (need first and last name)
- Calculating sales tax incorrectly
- Not filling out shipping reimbursement form
- Not putting Driver’s License number on checks from customers

- Sales tax is *not* charged if the purchase is being shipped by the *member artist* to an out-of-state address. We cannot extend this tax-free privilege to customers who take the purchase in order to have it shipped themselves.
- If there is a shipping/packing charge (see below) write that down after computing the tax if the art is shipped inside California.
- Write down the grand total and tell the customer.

*NOTE: If you need a new sales receipt book, take the next one in sequence; check the number on front cover. New sales books should be in a left-hand desk drawer. If those are all used up, get more books, in sequence, from the upper cupboard in the storeroom.*

## **Getting Buyer's Contact Information**

Most artists in the Gallery appreciate getting the buyer's contact information because they can write thank-you letters, invite the buyer to future exhibitions of their work, or make other efforts that will further the relationship with the buyer. For sales other than greeting cards, you should ask the buyers if they would like to provide contact information so it can be forwarded to the artist. If possible, get both postal address and email address, and print the information in the top section of the sales receipt. If a customer declines to give an address but is willing to say what city they're from, write that down. Artists like to know where their art will end up.

Of course, we never want to make the buyer feel that sharing personal information is required, or that we have any intention of invading their privacy. This sensitivity to their privacy is particularly important with credit card sales because of California's rather strict privacy protections relating to credit card sales. Therefore, for credit card sales, invite the buyer to provide the contact information **only after** you have written up the sale (bottom section of the sales receipt) and processed the credit card to avoid any misconception that the information might be required for the sale. Explain that many of our artists appreciate the information (for the reasons above), but the Gallery does not require it.

Most buyers are happy to let the artist know their address and are interested in future showings of the artist's work. However, if there is any hesitation, do not press the point.

## **Cash Sales**

For accuracy and security, note the denomination of bill(s) the customer gives you (especially important in the case of large bills).

- Repeat out loud to the customer the amount you are taking out of that bill: "\$55.75 from a \$100 bill."
- As you give back the change count it out loud.
- For safe keeping while you complete the sale, put cash in the cash box and close the file drawer.

*NOTE: If you run out of coins during the day, open the extra roll(s) if available and put **ALL** the coins in the self-counting coin tray. Or get change from the local bank (open 10 am - 3 pm M-F), or ask tomorrow's sitter to bring change.*

## Personal Checks

The Gallery accepts personal checks imprinted with the customer's name and address.

- Tell the customer to make check payable to Gallery Los Olivos.
- Make sure the check is signed.
- **Write customer's drivers' license and phone number on the check;** compare the license signature to the one on the check. Return the driver's license to the customer.
- For safe keeping while you complete the sale, put the check in the cash box and close the file drawer.

## Credit Card Sales

The Gallery can accept only VISA and MasterCard credit or some debit cards. Credit card sales are made using the Gallery's credit card processor. If you have a problem these directions don't cover you can call the **Credit Card Processor at 1-800-211-2711**.

<b>Credit Card Processor: Help 1-800-211-2711</b>
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### *Sale with Card Present*

When you physically have the customer's credit card, you must follow step-by-step credit card processing instructions as follows:

1. Calculate total cost (price plus tax).
2. If the CC home screen is blank tap it to "wake up" the machine.
3. Tap Sale, then enter amount including tax.
4. If you have entered the total cost and the machine then asks you to enter tax, put in \$0.00.
5. Ask the buyer if it is a chip card. If it is, have the customer insert the card into the chip reader.
6. Have customer sign the merchant copy if the machine says a signature is needed.
7. Print customer copy. IF the item sold totals more than \$100. Ask to see the customer's Driver's License to verify the name on the CC receipt is the same. Do **not** write Driver's License on CC receipt.
8. Staple customer copy to pink sales slip and give to customer.
9. If the customer is willing, get their contact information (address and/or email) for the artist. Do not imply this is required. It is a courtesy for artists who may want to send a thank you or future invitations to the buyer.
10. After the customer leaves put the GLO copy and the white sales slip in the Daily Cash Report Envelope.

***Sale with Card Absent*** (e.g., phone sales)

When you have the credit card information, but not the physical credit card (e.g., phone sales), follow these instructions:

1. You will need the home address information\* (street number and zip) of the card holder in addition to the card number, expiration date, and security code information. Note the Credit Card # and Expiration Date on separate paper—never on sales slip. After sale is completed destroy paper with card number. You can talk on the phone while using the CC machine. However, it is a good idea to get the needed information BEFORE you begin the CC process.
2. Tap sale then enter amount including tax.
3. When prompted to slide/insert card, TYPE IN CARD NUMBER.
4. The machine will ask if the card is present. Tap No.
5. It will then ask you for the home address street number.
6. Next it will ask for the Zip code of card holder.
7. Place the credit card slip and the GLO white sales slip in the Daily Cash Report Envelope.
8. If the piece is to be shipped attach the CC copy and pink sales slip to the shipping form.

If the purchase is to be shipped, the shipping address may be different from the home address of the card holder.

***VOID or REFUND Credit Card Transactions***

Use VOID if it is the same day as the sale.

Use REFUND if the sale happened on a previous day.

1. Press OTHER
2. Select VOID or REFUND
3. Enter the amount or press OK if the screen already shows the sale involved. (This happens if the transaction to be voided was just done.)
4. Your customer swipes, taps, inputs their chip or you input the card number (telephone transaction).
5. Select CREDIT
6. The receipt will automatically print out for your customer. (Note that sometimes the machine will ask for the sequence number [SEQ#] of the receipt.

Note: NEVER reimburse the customer with cash if you make a mistake when inputting credit card sales. It throws either the cash drawer or the daily envelope out of balance.

If a sale is voided, the White Receipt copy still is to be placed in the white envelope with VOID written on it. The bookkeeper needs to be able to account for each receipt number.

### **After the Sale**

- When the a credit card sale is completed, invite the customer to provide their contact information in case the artist wants to send a thank you note or future invitations. Do not imply this is required. Fill in the top of the sales receipt.
- For all sales, give the customer the *pink copy* of the sales receipt. Do not give the customer the white or yellow copy. (Put the white copy of the sales receipt in the Daily Cash Report Envelope.)
- Bag or wrap the purchase. Small bags are kept on the shelf next to the front desk; larger bags and wrapping materials (bubble wrap, tissue, boxes, tape, scissors) are kept in the storeroom.
- Located under the desk there is a blanket for protecting the top of the desk so you can wrap sold artwork there. This avoids lengthy time in the storeroom, out of sight of customers.
- On large value items, put a Gallery Los Olivos sticker on the bubble wrap or bag.
- Include with the purchase a Gallery postcard.
- Hand the package to the customer with a smile and a thank you.

### **Recording Transactions in the Journal**

After the customer has gone, record the sale in the Journal in pencil. Print the following:

- Date
- Plus sign + “Sale” for card sales: plus sign + “Card Sale”
- First initial and last name of the member(s).
- If the sale was from the Guild Room of the Santa Ynez Valley Arts Association, write “Guild.”  
*Note: Because the Gallery plus the Guild/SYV Arts have several members with the same last name, the first initial or name is essential.*
- Complete number of the sales receipt.
- Total amount of the purchase
- Add each new purchase to previous balance and write in the new balance.

At the close of the day the Journal total must agree with the GRAND TOTAL in the “Transactions” section of the Daily Cash Report Envelope. It is your responsibility to research and resolve any discrepancies between the two before you leave for the day. Do not depend on the next sitter to resolve your discrepancies; that person will know less than you do about possible causes.



## Filling in the “Transactions” Section of the Daily Cash Report Envelope

It is highly recommended that you fill in the Transaction section of the Daily Cash Report Envelope right after you make a transaction.

- Put the sales receipt plus the cash, check or credit card receipt in the envelope.
- Write the amount of the sales in the correct column (CHECKS, CHARGES, or CASH) on the front of the envelope.

## Notifying the Member

- Telephone the artist when you sell any type of art except greeting cards. It is fine to leave a message on an answering machine. Check (✓) the appropriate space in the Journal to indicate the member has been notified. If you cannot reach the artist all day, then put a “T” for “tried” in the Journal.
- Gallery member phone numbers are listed in the Rolodex file and the Roster of Members section of the Gallery handbook. The phone numbers of Guild/SYV Arts members can be found in the Artists Guild folder in the desk drawer.
- Place small red dot (from the roll in the desk drawer) on the label corresponding to the item sold and leave the label on wall.

**Notify artists of all sales except greeting cards.**

## Shipping Procedures

Unless the customer agrees to ship artwork themselves, member artists must handle the shipping of their artwork. Because the general shipping procedures are the same for all artists, sitters do not have to consult the Artist’s Sales Preference Sheets.

### *Customer Ships Artwork*

Encourage the customer to do his/her own shipping. Both the UPS Store (688-7116, Nielsen’s Shopping Center at 606 Alamo Pintado Road and Hwy 246, Solvang) and the Fed Ex/UPS services at Star Drug (688-6898, 3576 Madera Street, Santa Ynez) are about a 10-minute drive from the Gallery. **Maps** are available to give to the customer; see the Shipping folder in the file drawer of the front desk.

***NOTE: YOU MUST CHARGE SALES TAX IF THE CUSTOMER DOES THE SHIPPING.***

### *Artist Ships Artwork*

If the customer does not want to ship the artwork, the artist will be responsible for shipping. If the artwork is three-dimensional, read carefully the section below on “Shipping Rates for Three-Dimensional Artwork.”

- Call the artist and ask how much the Gallery should charge the customer for shipping. Tell the artist what work is being shipped, its dimensions, and where it is going.
- The artist has two options:

- Quoting a shipping price of his/her own, **OR**
- Instructing the sitter to use the Gallery Los Olivos Standard Shipping Rates. (See the green Sitters Manual, Section 5.)
- Ask the artist when he/she plans to ship the artwork so the customer can be informed.
- If the artist cannot be reached, use the Gallery Standard Shipping Rates. If the Artist later ships the artwork for less than the Gallery Standard Shipping Rates, it will be up to the artist to decide whether or not refund the difference to the customer.

***Shipping Rates for Three-Dimensional Artwork***

Because of the diversity of size, shape, and weight of three-dimensional works, the Gallery does not have a Standard Shipping Rates chart for them; you **MUST** contact a three-dimension artist for a shipping quote. If you cannot reach the artist immediately, make sure that all the **contact information for both the customer and the artist** is accurately and clearly written on the GLO sales receipt and shipping form. Do not include any shipping charges because the artist will collect those charges directly from the customer. Get in contact with the three-dimension artist *as soon as possible*.

- Complete a sales receipt in the usual way, making sure that you clearly print the complete and accurate **address of the person and place to which the artwork is being shipped**. Also get the **customer's name and complete contact information**, including a **phone number**, (and e-mail address if they want to give it).  
*NOTE: California State law allows you to take down such information because it is necessary to complete the credit card transaction.*
- Compute the total sale and add sales tax if the artwork is being shipping to a place in California or if the customer is handling the shipping.

**NOTE: DO NOT CHARGE SALES TAX IF THE PURCHASE IS BEING SHIPPED BY THE MEMBER ARTIST TO AN OUT-OF-STATE ADDRESS.**

- Add the shipping rate to get the grand total. Process the sale as usual.
- Complete a Gallery Los Olivos Shipping Form (see example).

Print legibly on the Shipping Form:

- Date
- Your name
- Sales receipt number

**Gallery Los Olivos Shipping Form**

Date: 2/12/10 Sitter: J. SMITH Sales Slip # 5643 Shipping Quote \$ 60.

**Ship To:**

Name: JANE GREY  
 Street: 1234 MAIN STREET  
 City: SAN FRANCISCO  
 State & ZIP: CA 94115

**Customer's Contact Information:**

Name: JANE GRAY  
 Telephone: 303 - 123 - 8764  
 e-mail: jgray@net.com  
 Address:  Same as shipping address     Different (Write address below)  
 Street: \_\_\_\_\_  
 State & ZIP: \_\_\_\_\_

**Artist's Name:** JOHN DOE  
 Title of Work: "DAWN" Price: \$525.  
 Title of Work: \_\_\_\_\_ Price: \_\_\_\_\_  
 Title of Work: \_\_\_\_\_ Price: \_\_\_\_\_

Artist is to be reimbursed by bookkeeper

- Shipping quote
- Ship-To address (include a telephone number if different from customer's) Have the customer INITIAL the address on the Shipping Form. If it is a telephone sale READ BACK THE ADDRESS TO THE CUSTOMER to be sure it is right.
- Customer's name
- Customer's telephone number (include e-mail address too if customer will give it)
- Customer's address (if different from the Ship-To address)
- Title(s) of artwork and price(s) (for insurance purposes)

The Shipping Form has three copies:  
white, yellow, and pink.

- Attach the WHITE copy to the artwork and put them in the back storeroom, clearly marked for the artist to pick up.
  - Staple the PINK copy to the white copy of the sales receipt. (The bookkeeper needs the shipping form in order to reimburse the member artist for the shipping cost the Gallery has collected.)
  - Leave the YELLOW copy in the book.
- **Contact the artist as soon as possible about shipping, if you have not done so already.**

*Member Artists are responsible for resolving any problems related to shipping their work.*

## Special Sales Situations

This section discusses how to handle special types of sale situations: *telephone orders*, *lay-away sales*, *discounts*, and *sales on approval*.

### *Telephone Orders*

Telephone orders involve making a credit card sale over the phone and then entering the information via the keyboard of the credit card processor. Everything must be done accurately and carefully. Therefore, you must follow the step-by-step instructions given under "Credit Card Sales" earlier in this section.

### *Lay-away Sales – First Payment (25% Down Payment)*

Consult the Artist's Sales Preferences Form (Chapter 10 of the green Sitter's Manual). Members should have indicated their preferences regarding Lay-away Sales. You must follow exactly what members have specified. If no preference is indicated (or if the member does not have a Sales Preferences form on file), do not make a lay-away sale.

For authorized lay-away sales, use the following procedures for writing up the sales receipt and for completing the Layaway Agreement form (found in the lower left file drawer).

- Fill out the sales receipt as usual and compute the total purchase price, including the sales tax. (See the example.)

- Make sure that the customer's name, address phone number, and email address (if applicable) are complete and legible.  
*NOTE: California State law allows you to take down such information because it is necessary to complete the credit card transaction.*
- Write on the sales receipt that this is a lay-away sale.
- Fill out a Lay-away Agreement form completely and legibly. (See example.)
- Review it carefully to ensure you have included all the necessary information. Have the customer sign and date it. Sign and date it yourself.
- Have the customer pay the down payment (25% of the total price including sales tax) by cash, check, or credit card.
- Indicate the amount of the down payment (i.e., the amount of money the Gallery is actually receiving today) on the sales receipt. Label this amount "down payment."
- Give the customer the pink copy of the sales receipt for their records.
- Enter the amount of the down payment in the Journal, just as you would a regular sale.
- File the completed lay-away form in the lay-away folder.
- Wrap the art and place it in a bag. Label it as lay-away with date, name of member, name and address of buyer. Hang the labeled art package on a hook in the pegboard in the storeroom.

**GALLERY LOS OLIVOS**  
P.O. Box 911  
Los Olivos, CA 93441

CUSTOMER'S ORDER NO.		PHONE	DATE
NAME		1/2/06	
ADDRESS		Mary Johnson	
555 Lovas Lane		Los Olivos, CA 93441	
SOLD BY	CASH	CC/D	CHECK
ME		<input checked="" type="checkbox"/>	
QTY	DESCRIPTION	PRICE	AMOUNT
	ZIP CODE: 93441		
1	Painting: B. Talent "Faraway dreams" tax	450.00	39.88
	LAYAWAY:	484.80	
	25% downpayment	121.22	
RIGHTS OF REPRODUCTION REMAIN WITH THE ARTIST		TAX	
RECEIVED BY		TOTAL	
1450		<i>Thank You</i>	

### Lay-away Sales - Subsequent Payments

- When a customer comes in to make an installment payment, get out their original lay-away form from the file folder.
- Complete a sales receipt for the amount of money the customer is going to pay today. Include all the information about the member and the piece of art as well as the customer's name, address, and telephone number.
- Label the receipt "1<sup>st</sup>" (or "2<sup>nd</sup>" or "3<sup>rd</sup>")

Gallery Los Olivos  
2920 Grand Avenue  
Mailing: P.O. box 911  
Los Olivos, CA 93441

**Layaway Agreement**

Gallery Los Olivos offers a convenient layaway plan of 25% down based on the total price (including tax) and the balance to be paid either in three (3) equal installments or as a lump sum at the end of the three month period from the date of purchase. The artwork remains at the gallery until the balance is paid in full.

I (we) agree to pay Gallery Los Olivos a total purchase price of \$ 1,025.00 , for the artwork  
PAINTING "GOLETA PALMS"  
(artwork title or description)

created by SUE JONES Sales Invoice Number 14251  
(name of artist)

	Date	\$ Amount	\$ Balance
Down Payment:	<u>11-21-17</u>	<u>256.25</u>	<u>* 768.75</u>
Payment # 1			
Payment # 2			
Payment # 3			

Gallery Los Olivos does not charge interest. If a problem arises making payments, please contact the gallery as soon as possible. **Payments are not refundable.** If the balance has not been paid sixty days after the due date and after a reasonable attempt to contact you has failed, we will assume that you wish to forfeit all prior payments and will terminate this contract. The artwork will be returned to the artist. Gallery Los Olivos will refund all monies received if the artwork is not, at the end of the period, in the same condition it was when originally purchased.

Purchaser:

Name: (print) JANE SMITH Phone 366-405-2819

Address: 1234 MAIN ST.

City: LOS ANGELES CA Zip 92409

Email Address: JSMITH@SEASCAPE.COM

Signature: Jane Smith Date 11-21-17

Salesperson: C. Sue Date 11-21-17

installment on layaway.”

- For the customer’s information also write on the sales receipt “Balance remaining is . . . “ and fill in the amount still to be paid after today’s payment has been made.
- Write the amount of the installment payment, today’s date, and the balance remaining to be paid on the lay-away form.
- Have the customer make the installment payment by cash, check, or credit card.
- Give the customer the pink copy of the sales receipt for their records.
- File the updated lay-away form in the lay-away folder.
- Enter the amount of the installment payment in the Journal, just as you would a regular sale.

### ***Requests for Discounts***

Consult the Artist’s Sales Preferences Forms (Chapter 10 of the green Sitter’s Manual). Members should have indicated their preferences regarding discounts on the sale price of their art (“Accept Offers”). **You must follow exactly what the members have specified. You cannot allow a greater discount than the percentage indicated by the member. If NO form is on file, you must NOT allow a discount.** If a member has asked to be telephoned for authorization, you must try to contact him or her, but if you are unsuccessful, you cannot give a discount.

<p><b><i>Sitters must pay the difference for any unauthorized discount they allow.</i></b></p>
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### ***Selling Artwork on Approval***

Under certain conditions, the Gallery allows customers to buy artwork on approval. **Sales on approval can be made only on a credit card.** Customers wanting to return artwork on approval for credit must do so *by the Gallery’s closing time of the second day after the sale is made.*

- Consult the Artist’s Sales Preferences Form (Chapter 10 of the green Sitter’s Manual). Members should have indicated their preferences regarding sales on approval. You must follow exactly what members have specified. If no preference is indicated (or if the member does not have a Sales Preferences form on file), do not make a sale on approval.
- Currently, we use the regular sales receipt as a form.
- Write all the necessary contact information about the buyer on the sales receipt.  
*NOTE: California State law allows you to take down such information because it is necessary to complete the credit card transaction.*
- Write on the sales receipt “Must be returned by Gallery closing time (specify the time—5:00 or 4:00) on DATE or no refund.”
- Verbally tell the customer that their payment cannot be refunded if the work is returned after the Gallery closes on the second day after the sale is made, provided the Gallery is open that day.
- Inspect the artwork carefully for any damage or anomalies and note them on the sales receipt.

- Tell the customer that if the artwork is returned, it must be in the same condition as it was when it left the Gallery.
- Complete the sales receipt as usual. Charge the customer the full price of the artwork plus the sales tax. Getting all customer contact information –address, phone, email (if applicable)—is essential with a Sale on Approval.
- Process the credit card sale.
- After the customer has left, call the member and tell him or her what has happened.
- Record the transaction in the Journal.
- File the white sales receipt and credit card receipt for an approval sale in the Daily Cash Report Envelope. On the front of the envelope, write a note about the transaction to the bookkeeper.

### ***Accepting Returned Artwork on Approval***

- If artwork sold on approval is returned for credit, get out the original yellow sales receipt in the sales book, then do two things:
  1. Check that the artwork is being returned before the specified **DEADLINE: closing time (4p.m. or 5 p.m.) of the second day after the sale was made.** If the deadline has not been met, explain nicely but firmly to the customer that you cannot take back the artwork and cannot give them a refund.
  2. Inspect the work for **DAMAGE.** Compare your observations to what was written on the sales receipt. If the art has been damaged, explain nicely but firmly to the customer that you cannot take back the artwork and cannot give them a refund.
- If the artwork has met the conditions above, mark “Returned & Credited” on the Gallery’s sales receipt and the customer’s pink copy.
- Refund the customer’s money by giving a refund on the same credit card used for making the sale. Follow the step-by-step instructions for making refunds in the credit card processing instructions under the earlier section “VOID or REFUND Credit Card Transactions.” Be sure to fill out a new sales receipt and also record the refund in the Journal.
- After the customer has left, call the member and tell him or her what has happened. Ask if she wants the work returned to its former place in her rental space, or stored in the storeroom.
- Include the paper work for the refund in the Daily Cash Report Envelope. On the front of the envelope, write a note about the transaction to the bookkeeper.

### **Writing Receipts for Members’ Rents, Dues, etc.**

**All rents, dues, fees, etc. paid at the Gallery must be entered on a receipt** (from rent receipt book in top left-hand drawer of desk) because the receipt is the basis for entering data into our accounting system. It is very important for our accounting services that such receipts be **legible, complete, and accurate.** Confusing rent receipts have to be researched at a cost to the Gallery.

Members who are not sitting may not fill out a receipt unless supervised by the sitter. Because the sitter is required to account for discrepancies between the cash box and Gallery Journal, no other member may make change for a rent payment without the sitter's consent.

<b>RECEIPT</b>	DATE	7/1/07	No.	091200		
	RECEIVED FROM	Bob Brown		\$ 131.00		
		One hundred and thirty one <sup>00</sup> / <sub>100</sub> DOLLARS				
	FOR RENT	<input checked="" type="checkbox"/> FOR no sit fee (\$35)				
	ACCOUNT		<input type="checkbox"/> CASH	FROM	7/1/07	TO
PAYMENT	#2134	<input checked="" type="checkbox"/> CHECK	BY	Jane Doe		
BAL. DUE		<input type="checkbox"/> MONEY ORDER				

- Have the artist write a check or give you cash for the correct amount. If necessary, consult section 4, “Rent, Dues, & Fees,” in the white GLO Members Handbook at the desk.
  - NOTE: Credit cards are NOT accepted for rent payment.*
- If payment is by check, have the artist write on the check’s “Memo” line the amount of each component of the payment on their check – whether for rent, dues, fees, or penalties.
- Completely and legibly fill out the rent receipt for the payment:
  - Today’s date
  - Artist’s first and last name
  - Total amount paid (in *numerals*) —\$106
  - Total amount paid (in *words*—just as you do on a check) —“one hundred and six dollars”
  - Check the circle indicating the method of payment (*cash* or *check*)
  - Enter the sequence number of the artist’s check (not the amount paid) on the “Payment” line to the left of the circle
  - Check “For Rent” if the payment includes rent
  - If the payment includes other components (such as dues, fees, or penalties), also check “For” and write down the amount(s)
  - It is not necessary to fill in the “From . . . To” rental period, but it may be done if the artist provides dates
  - Print your name on the “By” line at the bottom right.
- Give the **pink** copy of the receipt to the artist.
- Put the **white** copy of the receipt and the payment (cash or check) in the Daily Cash Report Envelope.
- Enter the payment in the “Transaction” section on the front of the Daily Cash Report.
- Enter the payment in the Journal. Write “Rent” (or “Dues” or “Fees” or “Penalty” as the case may be) instead of “Sale.” Write the artists full name and the number of the rent receipt (just as you would for a sales receipt).

## End-of-Day Sales Procedures

**Accounts must balance at the end of the day.** If any problems arise, research and correct them before you leave the Gallery. Do not leave them for tomorrow's sitter, who knows less than you do about possible causes. If reconciliation is not possible, write a description of the problem for the bookkeeper on the Daily Cash Report envelope.

*NOTE: Detailed instructions for filling out the Daily Cash Report Envelope and Journal are given earlier in this section of the Handbook.*

- Make sure all **white** sales receipts, **white** rent receipts, signed credit card receipts, checks, and cash from the day's sales are in the Daily Cash Report Envelope.
- Make sure all transactions have been recorded on the Daily Cash Report Envelope.
- Make sure all transactions have been recorded in the Journal.
- Reconcile the Grand Total on the Daily Cash Report Envelope with your final entry for the day in the Journal. *The two must agree.*
- Count the cash in the cash box and record it on the Daily Cash Report Envelope. *It must equal \$200.*
- Sign and seal the Daily Cash Report Envelope and put it in the cash box.
- As a courtesy to tomorrow's sitter, alert him/her of low change or few small bills.

If you make any sales after you have balanced your accounts, adjust your Daily Cash Report and the Journal accordingly.